

Integrated Care Initiative Implementation Advisory Council

September 19, 2016

Meeting Notes

Attending: Jen Bowdoin, EOHHS; Diana Beaton, EOHHS; Alison Buckser, EOHHS; Dawn Allen, EOHHS; Kelly Lee, PACE; George Dubuque, UWRI; Sam Salganik, RIPIN; Gretchen Bell, NHPRI; Dianne Ross, Advocates in Action; Deanne Gagne, Advocates in Action; Colleen McFee, CareLink; Nicholas Oliver, RIPHC; Jim Nyberg, Leading Age RI; Lisa Carcieri, NHPRI; Lisa Duchesne, NHPRI; Linda Katz, EPI; Josh Paccwicz, Brown; Mary Okero, RIDDC; Tina Pearl, United Way; Donna Lonschein, Alliance for Better Long Term Care

Welcome:

- CMS staff attended via telephone.
- Dawn Allen has joined OHHS and the ICI team.
- EOHHS will email calendar invitations for future meetings.

Updates on Enrollment and MMP Enrollment Line

- Jennifer Bowdoin presented a report on UNITY and INTEGRITY enrollment. Please see attached pdf entitled “Enrollment Report Sept 2016”.
- Answers to questions raised by attendees:
 - In response to questions about the opt-out rates for UNITY Community LTSS, Jennifer Bowdoin stated that the opt-out rate for UNITY Community LTSS is probably due to how data is calculated rather than actually decreasing the opt-out rate. Ms. Bowdoin will follow up on this and report at the next meeting.
 - EOHHS is not actively trying to persuade beneficiaries who opted-out to change their minds and enroll. After the current INTEGRITY waves are completed, EOHHS may focus on this.
 - Ms. Bowdoin will follow-up with the MMP Enrollment Line to determine why a meeting attendee had not received a requested call back. EOHHS may address this issue after the current INTEGRITY waves are completed.
 - Enrollment into Medicaid was briefly stopped during the transition period to the new integrated eligibility system.
- After the initial enrollment waves have been completed, Nicholas Oliver would like to see the opt-out rates for Integrity eligibles who are in Unity to see if the same beneficiary education issues that happened in Phase 1 occurred again in Phase 2.

Ombudsman program

- Sam Salganik gave an update on the RIPIN Ombudsman program. The program has begun and staff have been receiving training. It is not fully operational but they are able to take calls and support callers. People can call the RIPIN Healthcare Advocate at 855-747-3224.
- RIPIN will be posting jobs for a frontline direct service person and a supervisor. Mr. Salganik will share the postings when they are available.
- Next month Mr. Salganik will discuss outreach and materials.

Implementation Council Update

- Jennifer Bowdoin reported that the advocates met that morning to plan orientation sessions for the consumer/family members. The orientation will help consumer/family members understand expectations, the ICI, and to feel fully comfortable in their new roles. Two sessions are scheduled: October 5 and 19. Attendees are being asked if they have any transportation, food, or language needs.

- Once the consumer members are identified, the number of provider and advocate members will be determined; at least half of the council needs to be consumer/family members.
- Consumer/family members may represent each of the categories listed on the slides, but if a group is not well represented then EOHHS can recruit in the future. The goal for the council is to represent the diversity of the eligible population. There may be family members representing the group rather than the consumers themselves.

Outreach activities

- Lisa Carcieri of NHPRI showed a video of the new Neighborhood INTEGRITY television ad. Also NHPRI has appeared on the Rhode Show and has purchased bus ads.
- Diana Beaton reported on EOHHS outreach. EOHHS is doing outreach to large physician practices; brochures were mailed to them and coasters will be hand-delivered in a few weeks. Mary Ladd emailed the INTEGRITY booklet with basic content information to all SHIP counselors. A training webinar for residential service coordinators is being developed. There will be an MME at all the scheduled Medicare open enrollment events.
- Answers to questions raised by attendees:
 - There is no script for SHIP counselors. The intake caller screens the caller to find out if a SHIP counselor or an MME should talk to the caller.
 - There has been no training done on UNITY this year.
 - Ms. Beaton will send Linda Katz the comparison chart of delivery system options for people with LTSS and duals.

PACE

- Kathy Lee showed a video of the new Woonsocket PACE site. Pace is part of the ICI. To be eligible for PACE, a person must be 55 or older, live in RI, require a nursing home level of care. PACE is a fully integrated program that is designed for individuals with the high or highest level of care needs. It is available 24/7. PACE has a very low hospitalization rate.
- PACE beneficiaries represent a very diverse population: 51% speak a non-English primary language; 94% are duals; 34% are at highest level of care; 46% have 6 or more chronic health conditions.

Public Comment

- None.